



Operational
Administrations
Coordinator
(North)

POSITION
DESCRIPTION

Position Description

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| Position Title | Operational Administrations Coordinator |
| Business Area | Operations Division |
| Direct Reports | Nil |
| Immediate Manager | Operations Manager (North) |
| Employment Conditions & Status | Metro Tasmania Administrative Employees Enterprise Agreement 2019 – Permanent, Full Time |
| Location | Launceston Depot, Launceston |
| Role purpose | The role of the Operational Administrations Coordinator is to provide operational and administrative support and advice to the Operations Manager and the Launceston depot to consistently achieve high levels of customer service both external and internal. Accurate, timely and detailed operational and administrative support to ensure all targets are achieved on a day to day basis. |

Organisational requirements

All positions within Metro Tasmania will support the achievement of the Metro Tasmania Vision. To be an attractive travel option contributing to an integrated public transport network in Tasmania.

Employees are required to comply with all relevant legislation, laws, regulations, standards, codes and Metro Tasmania policies and procedures.

While at work employees must take reasonable care of their own health and safety and the health and safety of others, including those working under their supervision or direction that may be affected by their acts or omissions in accordance with relevant State and Federal Work Health and Safety Legislation.

Our Values

Safety

We take pride in everyone getting home safely, by having a safe workplace; and putting safety first.

Respect

We show respect for everyone at all times by acting with integrity in all our actions, words, intentions.

Resilience

We have the courage to deal with our day-to-day challenges, showing determination; commitment; and strength.

Unity

We work together with honesty and transparency; we listen, we collaborate, we cooperate, we celebrate success.

Service Driven

We take pride in what we do and it is our pleasure to deliver an outstanding experience for everyone, recognising we have internal and external customers; continually challenging ourselves to do things better; and striving for excellence.

Role accountabilities

Customer Service responsibilities

Provide front office customer service to Metro clients and contractors.

Provide high level of informative communications via telephone and email to internal and external customers.

Attend to front counter enquiries to assist with customer queries, processing of Greencards and lost property.

Process charter requests in cooperation with the Metro Shop.

Complete contractor and visitor onsite inductions.

Operational and Administrative responsibilities

Manage internal communications including notice boards. Provide administrative support relating to notices, letters and correspondence for internal and external stakeholders.

Assist with the documentation of minutes, filing and other office related tasks

Assist with all Workers Compensation, Return to Work plans, Restrictions and MAIB claims.

Coordinate processing of leave/pay forms to payroll on a daily basis.

Monitor required data input into the Transport Integrated Management System (TIMS) and produce reports as required.

Process all financial reconciliation for the Launceston depot including all petty cash, floats and revenue reports in cooperation with the Finance department.

Process paperwork from Operation Officers including invoices and purchase orders.

Responsible for the administration of employee requirements such as uniform allocation, lockers, keys, new starters and exiting employees.

Manage and distribute operational registers and reports as required.

Analyse operational reporting to assess trends and report findings to Operations Manager.

Stakeholder management

Coordinate with Operations the planning and delivery for special events, charters and road closures including communication with external and internal stakeholders.

Attend meetings with local government departments and councils as required.

Assist with promoting Metro to stakeholders such as schools and community groups.

Safety and Wellbeing

Promote and provide active leadership for a safe working environment at Metro Tasmania, this includes and is not limited to:

- reducing potential for injuries to staff, contractors and members of the public;
- partaking in lead and lag reporting practices;
- championing safety in all activities;
- having confidence and authority to immediately stop any dangerous activities;

promote and drive safe work practises which improve lost time injuries and workers compensation due to minimising injuries; and promote wellbeing and preventative activities.

Projects and other tasks

Coordinate workload of the Operations Manager by assisting with calendar events, meeting schedules, tracking deadlines and assisting with reporting functions and administrative support.

Coordinate and facilitate operational projects / events as directed by the Operations Manager.

Other duties as required by the Operations Manager

Management authorities (if appropriate)

Refer to the Delegation of Authority Manual. – No Delegation

Key relationships

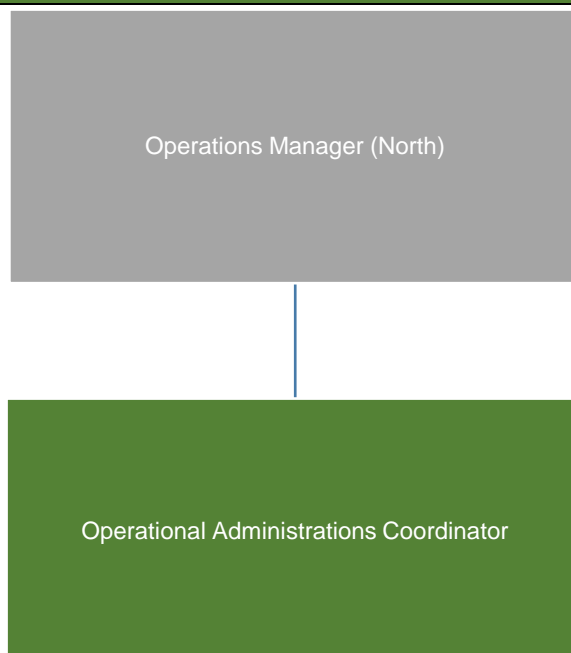
Internal – all departments

Customer Service Team
Operations North
Workshop & Engineering
Network & Planning
People & Culture
Corporate Services
Finance
Payroll
ICT

External

Local Council, Government, Schools and Community Groups.

Organisational chart (details direct reports only)



Qualifications and experience

- Completed Certificate III in Business/Administration or similar qualification or experience.
- Current Drivers Licence.
- Demonstrated capacity to work effectively both individually and in a small team environment.
- Strong work ethic with an ability to meet competing demands in a multi facet working environment.
- Ability to deal with sensitive and confidential situations and information with diplomacy and tact.

Knowledge, skills and abilities

- High level understanding of and ability to use computer software such as Microsoft programs (Word, Excel, PowerPoint, Outlook), Transport Integrated Management Systems (TIMS) and intranet Dashboard.
- Excellent organisational skills to enable the coordination of a variety of task simultaneously including the ability to prioritise plan and complete work activities within tight time frames.
- Well developed interpretative skills along with the ability to make informed judgements in relation to statutory and legislative requirements including work health and safety
- Demonstrated high interpersonal skills including the ability to communicate effectively at all levels.

Approval

Date: July 2021

Approved by:



Katie Cooper, Chief Executive Officer